

Attachment B: Refugee Services Plan Program Roles and Responsibilities Model for Case Coordination

The purpose of this Plan is to identify how agencies will ensure rapid self-sufficiency by linking the refugee resettlement process with the local Wisconsin Works (W-2) agency. All providers perform key roles in refugee Family Self-sufficiency Planning, case management and joint employability planning for mutual clients. Local agencies should tailor this chart to meet the needs and resources of their community, check the specific roles which will be provided by each agency, and add/edit it to reflect the actual agencies and their roles in helping the refugee reach self-sufficiency. If the service is subcontracted, indicate "contracted" after it.

Service Provider	Roles and Responsibilities								
	Assessment/ Barrier Screening/ Case Planning	Life Skills Training	World of Work Orientation	Job Development/ Placement	Job Placement Coordination/ Employment Follow up	Trans- portation Needs	ESL/VESL/Skill training	Translation/Ref erral/ Supportive Services	Citizenship
Resettlement Agency (VOLAG) (Some activities may be delegated to sponsor family)	<input type="checkbox"/> Forwards refugee arrival date information to W-2/ IM/refugee E&T agencies and sends Request for Assistance <input type="checkbox"/> Jointly develops FSP with refugee E&T and W-2 <input type="checkbox"/> Orients anchor relatives	<input type="checkbox"/> Coordinate housing and furnishings <input type="checkbox"/> Coordinates utilities <input type="checkbox"/> School enrollment <input type="checkbox"/> Arranges health screening and orientation to health care system <input type="checkbox"/> Time Management <input type="checkbox"/> Household budgeting and home management <input type="checkbox"/> Grocery shopping <input type="checkbox"/> Medical Care <input type="checkbox"/> Reports participation to W-2 agency	<input type="checkbox"/> Social Security cards <input type="checkbox"/> Personal hygiene <input type="checkbox"/> Clothing <input type="checkbox"/> Child care options <input type="checkbox"/> Teaches about career ladder and advancement <input type="checkbox"/> Orients anchor family concerning community agency roles and family plans	<input type="checkbox"/> Sponsor, case manager and anchor family develop job openings <input type="checkbox"/> Refer specific cases to WDB for skill training <input type="checkbox"/> Refer specific cases to vocational training	<input type="checkbox"/> Notifies all parties named in the MOU within 10 days of job placement <input type="checkbox"/> Provides 90 day follow-up	<input type="checkbox"/> Trains the client on public transportation options <input type="checkbox"/> Sponsor/ anchor provide transportation as available	<input type="checkbox"/> Identifies ESL options <input type="checkbox"/> Refers to vocational school, CBO or local literacy classes. <input type="checkbox"/> Follows up on ESL participation & progress <input type="checkbox"/> Mobilizes volunteers/ tutor	<input type="checkbox"/> Refers client to other community resources as needed <input type="checkbox"/> Provides interpreter/ translation services to the community for a fee	<input type="checkbox"/> Provides U.S. Citizenship training <input type="checkbox"/> Completes Adjustment of Status after 1 year <input type="checkbox"/> Ensures all elderly and disabled refugees are enrolled <input type="checkbox"/> Citizenship applications <input type="checkbox"/> Travel documents

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<input type="checkbox"/> Refugee E&T Provider	<input type="checkbox"/> Participates (as requested in accordance with W-2 policy) with the Barrier Screening Tool/W-2 Assessment <input type="checkbox"/> Jointly develops FSP with VOLAG and W-2 <input type="checkbox"/> Assesses/recommends job skills	<input type="checkbox"/> Cultural orientation <input type="checkbox"/> Works with anchor family to support immediate employment <input type="checkbox"/> Time management <input type="checkbox"/> Financial management and household budgeting <input type="checkbox"/> Parenting classes <input type="checkbox"/> Family law instruction <input type="checkbox"/> Reports participation to W-2 agency <input type="checkbox"/> Coordinates furnishings	<input type="checkbox"/> Local labor market information <input type="checkbox"/> Career ladder (motivation) <input type="checkbox"/> Job hunting skills <input type="checkbox"/> Balancing family responsibilities <input type="checkbox"/> Counsels on Child care options <input type="checkbox"/> Orients anchor family concerning community agency roles and family plans	<input type="checkbox"/> Primary focus are RCA recipients & secondary wage earners but partners with W-2 on W-2 cases <input type="checkbox"/> Contacts employers who already successfully employ refugees <input type="checkbox"/> Active job development <input type="checkbox"/> Shares identified job openings with W-2/Volag <input type="checkbox"/> Provides cultural orientation to employer <input type="checkbox"/> Translates at job interviews <input type="checkbox"/> Translates safety info & instructions <input type="checkbox"/> Provides employers services and problems solving follow-up <input type="checkbox"/> Provides CSJ sites	<input type="checkbox"/> Works with secondary wage earner while primary participates in W-2/ employment <input type="checkbox"/> Notifies all parties named in the MOU within 10 days of job placement <input type="checkbox"/> Accompanies refugee to the first day at work <input type="checkbox"/> Contacts employer and employee at 1 week, 2 week, 1 month, 3 month and 6 month intervals to offer follow-up services/ confirm employment	<input type="checkbox"/> Identifies transportation options for personal needs <input type="checkbox"/> Coordinates transportation to work options	<input type="checkbox"/> Re-arranges ESL classes to facilitate employment after job placement <input type="checkbox"/> Refers both adults and children family members to appropriate ESL courses <input type="checkbox"/> Offers VESL onsite <input type="checkbox"/> Coordinates tutoring programs	<input type="checkbox"/> Refers client to other community resources as needed <input type="checkbox"/> Provides interpreter/ translation services to the community for a fee	<input type="checkbox"/> Assists with U.S. Citizenship training <input type="checkbox"/> Assist with Adjust-ment of Status after 1 year <input type="checkbox"/> Ensures all elderly and disabled refugees are enrolled <input type="checkbox"/> Assists with citizen-ship appli-cations

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<input type="checkbox"/> W-2/FSET Agency	<input type="checkbox"/> Coordinates initial intake/ Barrier Screening Tool with VOLAG and/or refugee agency staff <input type="checkbox"/> Jointly develops EP with refugee E&T and VOLAG	<input type="checkbox"/> Schedules participant for required life skills training and monitors participation <input type="checkbox"/> Household budgeting skills	<input type="checkbox"/> Assists with child care enrollment <input type="checkbox"/> Job readiness workshops <input type="checkbox"/> Career ladders <input type="checkbox"/> Job seeking skills <input type="checkbox"/> Resume preparation <input type="checkbox"/> Provides local labor market orientation <input type="checkbox"/> Skill training options <input type="checkbox"/> Career planning <input type="checkbox"/> Trains clients concerning employer expectations	<input type="checkbox"/> Conducts job development with network of employers	<input type="checkbox"/> Notifies all parties named in the MOU within 10 days of job placement <input type="checkbox"/> Conducts scheduled follow-up <input type="checkbox"/> Once the principal wage earner is employed, the W-2 agency meets with the refugee agency to determine if the secondary wage earner is eligible and ready to participate in W-2	<input type="checkbox"/> Provides bus passes for W-2/ FSET clients <input type="checkbox"/> Provides driver education training for W-2/FSET clients	<input type="checkbox"/> Identifies ESL options <input type="checkbox"/> Re-arranges ESL classes to facilitate employment after job placement <input type="checkbox"/> Refers to vocational school, CBO or local literacy classes. <input type="checkbox"/> Follows up on ESL participation progress <input type="checkbox"/> Funds bilingual skill training programs	<input type="checkbox"/> Refers client to other community resources that are includes in the EP <input type="checkbox"/> Provides bilingual access to all eligibility and service meetings	<input type="checkbox"/> Includes Adjust-ment of Status as part of the case plan <input type="checkbox"/> Includes all citizenship activities as part of the case plan
<input type="checkbox"/> Workforce Development Board	<input type="checkbox"/> Develops case plans for clients who need employment/ job upgrades that are not eligible for other E&T programs	<input type="checkbox"/> Coordinates with VOLAG/ refugee E&T provider for family support services	<input type="checkbox"/> Job readiness workshops <input type="checkbox"/>	<input type="checkbox"/> Provides local labor market information <input type="checkbox"/> Funds skill training for WIA/WDB clients <input type="checkbox"/> Places clients into jobs most appropriate to their needs	<input type="checkbox"/> Notifies all parties named in the MOU within 10 days of job placement	<input type="checkbox"/> Funds driver education	<input type="checkbox"/> Funds bilingual skill training programs <input type="checkbox"/> Funds on-site VESL	<input type="checkbox"/> Provides bilingual access to all eligibility and service meetings <input type="checkbox"/> Identifies employment barriers and refers to community resources as needed.	<input type="checkbox"/> Funds citizenship services when needed for employment

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<input type="checkbox"/> Other Community Partners <input type="checkbox"/> (Specify)	<input type="checkbox"/> Receive referrals	<input type="checkbox"/> Provide financial manage- ment, parenting education, orientation	<input type="checkbox"/> Provide mentoring programs	<input type="checkbox"/> Provide CSJ sites			<input type="checkbox"/> Provide ESL and ABE and tutoring	<input type="checkbox"/> Provide mental health services <input type="checkbox"/> Provide health screening and health care	

Service Delivery Area -----

W-2 Agency -----